

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Tax Commission	Application Services	Bill Felt	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	7 7	0 0	7 7
		Paul Lundell	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	15 7	0 0	15 7
	Campus Networking	Charmaine Malan	0 0	1 0	1 0	2 0
		Assigned to Individual Total	0 0	1 0	1 0	2 0
	Help Desk	Dawn Wayment	0 0	1 0	0 0	1 0
		Eileen Dubach	1 1	2 1	0 0	3 2
		Julie VanBeekum	0 0	1 1	0 0	1 1
		Vicky Marrelli	0 0	3 1	0 0	3 1

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Help Desk	Assigned to Individual Total	1	7	0	8
			1	3	0	4
	Metro B Desktop Support	Anthony Booyse	1	29	0	30
			1	3	0	4
		Bill Crowther	0	1	0	1
			0	0	0	0
		Jay Locker	0	13	0	13
			0	1	0	1
		Joe tupou	0	2	0	2
			0	0	0	0
		Ken Bolkcom	0	3	1	4
			0	0	0	0
		Michael Barth	0	14	1	15
			0	0	0	0
		Peter Musser	0	10	0	10
			0	4	0	4
		Sean Chadbourne	0	35	1	36
			0	1	0	1
		Stephanie Young	0	2	0	2
			0	0	0	0
		Tyler Pearce	0	18	0	18
			0	8	0	8
		Assigned to Individual Total	1	127	3	131
			1	17	0	18
	Metro B Help Desk	Gavin Barney	0	222	0	222
			0	220	0	220
		Torri Randa	0	229	0	229
			0	218	0	218

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Metro B Help Desk	Assigned to Individual Total	0	451	0	451
			0	438	0	438
	Metro B Hosting	Cuyler Steiner	0	2	0	2
			0	0	0	0
		Paul Engbersen	0	1	0	1
			0	0	0	0
		Randy Spainhower	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Metro C Desktop Support	Chad D Fowers	0	12	0	12
			0	8	0	8
		Assigned to Individual Total	0	12	0	12
			0	8	0	8
	Network Operations	Brian Chatwin	0	3	0	3
			0	0	0	0
		Dave Bodily	0	7	0	7
			0	0	0	0
		Assigned to Individual Total	0	10	0	10
			0	0	0	0
	Rural Central Desktop Support	Paul Petersen	0	3	0	3
			0	0	0	0
		Ron LeBaron	0	3	0	3
			0	1	0	1
		Assigned to Individual Total	0	6	0	6
			0	1	0	1
	Rural North Desktop Support	Don Higgs	0	1	0	1
			0	0	0	0

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Rural North Desktop Support	Kim Ratushniak	0	7	0	7
			0	7	0	7
		Ryan Casey	0	1	0	1
			0	0	0	0
		Wayne Higgs	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	10	0	10
			0	7	0	7
	Salt Lake Data Center Operations	Robert Oliver	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Security	Austin Farey	0	1	0	1
			0	0	0	0
		Jed Johnson	0	5	0	5
			0	0	0	0
		Sharon Smith	0	8	0	8
			0	0	0	0
		Assigned to Individual Total	0	14	0	14
			0	0	0	0
	Voice Operations	Gail Christiansen	0	4	0	4
			0	0	0	0
		Kelly Johnson	0	2	0	2
			0	0	0	0
		Romanza Hamblin Sorensen	0	3	0	3
			0	2	0	2
		Assigned to Individual Total	0	9	0	9
			0	2	0	2

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

			High	Low	Medium	FCR Total
Tax Commission	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0
		Mark Thomas	0 0	2 0	0 0	2 0
		Mike Johnson	0 0	2 0	0 0	2 0
		Spencer Blodgett	0 0	1 0	0 0	1 0
		T Artis	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	8 0	0 0	8 0
	Assigned Group Total		2 2	675 483	4 0	681 485
Customer Company Total			2 2	675 483	4 0	681 485

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Tax Commission	Application Services	Bill Felt	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	7 1	0 0	7 1
		Paul Lundell	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	4 3	0 0	4 3
		Assigned to Individual Total	0 0	15 4	0 0	15 4
	Campus Networking	Charmaine Malan	0 0	1 0	1 0	2 0
		Assigned to Individual Total	0 0	1 0	1 0	2 0
	Help Desk	Dawn Wayment	0 0	1 0	0 0	1 0
		Eileen Dubach	1 0	2 0	0 0	3 0
		Julie VanBeekum	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	3 0	0 0	3 0

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Help Desk	Assigned to Individual Total	1 0	7 0	0 0	8 0
	Metro B Desktop Support	Anthony Booyse	1 0	29 0	0 0	30 0
		Bill Crowther	0 0	1 0	0 0	1 0
		Jay Locker	0 0	13 1	0 0	13 1
		Joe tupou	0 0	2 0	0 0	2 0
		Ken Bolkcom	0 0	3 0	1 0	4 0
		Michael Barth	0 0	14 0	1 0	15 0
		Peter Musser	0 0	10 0	0 0	10 0
		Sean Chadbourne	0 0	35 0	1 0	36 0
		Stephanie Young	0 0	2 0	0 0	2 0
		Tyler Pearce	0 0	18 0	0 0	18 0
		Assigned to Individual Total	1 0	127 1	3 0	131 1
	Metro B Help Desk	Gavin Barney	0 0	222 0	0 0	222 0
		Torri Randa	0 0	229 0	0 0	229 0

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Metro B Help Desk	Assigned to Individual Total	0	451	0	451
			0	0	0	0
	Metro B Hosting	Cuyler Steiner	0	2	0	2
			0	0	0	0
		Paul Engberson	0	1	0	1
			0	0	0	0
		Randy Spainhower	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Metro C Desktop Support	Chad D Fowers	0	12	0	12
			0	3	0	3
		Assigned to Individual Total	0	12	0	12
			0	3	0	3
	Network Operations	Brian Chatwin	0	3	0	3
			0	0	0	0
		Dave Bodily	0	7	0	7
			0	0	0	0
		Assigned to Individual Total	0	10	0	10
			0	0	0	0
	Rural Central Desktop Support	Paul Petersen	0	3	0	3
			0	0	0	0
		Ron LeBaron	0	3	0	3
			0	2	0	2
		Assigned to Individual Total	0	6	0	6
			0	2	0	2
	Rural North Desktop Support	Don Higgs	0	1	0	1
			0	0	0	0

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Rural North Desktop Support	Kim Ratushniak	0 0	7 0	0 0	7 0
		Ryan Casey	0 0	1 0	0 0	1 0
		Wayne Higgs	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	10 0	0 0	10 0
	Salt Lake Data Center Operations	Robert Oliver	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Security	Austin Farey	0 0	1 0	0 0	1 0
		Jed Johnson	0 0	5 2	0 0	5 2
		Sharon Smith	0 0	8 3	0 0	8 3
		Assigned to Individual Total	0 0	14 5	0 0	14 5
	Voice Operations	Gail Christiansen	0 0	4 0	0 0	4 0
		Kelly Johnson	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	9 0	0 0	9 0

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

			High	Low	Medium	MIR Total
Tax Commission	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0
		Mark Thomas	0 0	2 0	0 0	2 0
		Mike Johnson	0 0	2 0	0 0	2 0
		Spencer Blodgett	0 0	1 0	0 0	1 0
		T Artis	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	8 0	0 0	8 0
	Assigned Group Total		2 0	675 15	4 0	681 15
Customer Company Total			2 0	675 15	4 0	681 15

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Tax Commission	Application Services	Bill Felt	0 0.00	2 0.40	0 0.00	2 0.40
		Martin Gonzalez	0 0.00	7 0.63	0 0.00	7 0.63
		Paul Lundell	0 0.00	2 0.46	0 0.00	2 0.46
		Tony Larsen	0 0.00	4 1.34	0 0.00	4 1.34
		Assigned to Individual Total	0 0.00	15 0.76	0 0.00	15 0.76
	Campus Networking	Charmaine Malan	0 0.00	1 0.34	1 0.19	2 0.26
		Assigned to Individual Total	0 0.00	1 0.34	1 0.19	2 0.26
	Help Desk	Dawn Wayment	0 0.00	1 0.00	0 0.00	1 0.00
		Eileen Dubach	1 0.00	2 0.07	0 0.00	3 0.05
		Julie VanBeekum	0 0.00	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	0 0.00	3 0.00	0 0.00	3 0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Help Desk	Assigned to Individual Total	1 0.00	7 0.02	0 0.00	8 0.02
	Metro B Desktop Support	Anthony Booyse	1 0.00	29 0.14	0 0.00	30 0.13
		Bill Crowther	0 0.00	1 0.45	0 0.00	1 0.45
		Jay Locker	0 0.00	13 0.28	0 0.00	13 0.28
		Joe tupou	0 0.00	2 0.03	0 0.00	2 0.03
		Ken Bolkcom	0 0.00	3 0.08	1 0.19	4 0.10
		Michael Barth	0 0.00	14 0.16	1 0.13	15 0.16
		Peter Musser	0 0.00	10 0.13	0 0.00	10 0.13
		Sean Chadbourne	0 0.00	35 0.10	1 0.00	36 0.10
		Stephanie Young	0 0.00	2 0.43	0 0.00	2 0.43
		Tyler Pearce	0 0.00	18 0.09	0 0.00	18 0.09
		Assigned to Individual Total	1 0.00	127 0.14	3 0.11	131 0.14
	Metro B Help Desk	Gavin Barney	0 0.00	222 0.00	0 0.00	222 0.00
		Torri Randa	0 0.00	229 0.00	0 0.00	229 0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Metro B Help Desk	Assigned to Individual Total	0 0.00	451 0.00	0 0.00	451 0.00
	Metro B Hosting	Cuyler Steiner	0 0.00	2 0.41	0 0.00	2 0.41
		Paul Engberson	0 0.00	1 0.75	0 0.00	1 0.75
		Randy Spainhower	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 0.39	0 0.00	4 0.39
	Metro C Desktop Support	Chad D Fowers	0 0.00	12 0.60	0 0.00	12 0.60
		Assigned to Individual Total	0 0.00	12 0.60	0 0.00	12 0.60
	Network Operations	Brian Chatwin	0 0.00	3 0.37	0 0.00	3 0.37
		Dave Bodily	0 0.00	7 0.20	0 0.00	7 0.20
		Assigned to Individual Total	0 0.00	10 0.25	0 0.00	10 0.25
	Rural Central Desktop Support	Paul Petersen	0 0.00	3 0.10	0 0.00	3 0.10
		Ron LeBaron	0 0.00	3 4.03	0 0.00	3 4.03
		Assigned to Individual Total	0 0.00	6 2.06	0 0.00	6 2.06
	Rural North Desktop Support	Don Higgs	0 0.00	1 0.81	0 0.00	1 0.81

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Rural North Desktop Support	Kim Ratuszniak	0 0.00	7 0.00	0 0.00	7 0.00
		Ryan Casey	0 0.00	1 0.08	0 0.00	1 0.08
		Wayne Higgs	0 0.00	1 0.30	0 0.00	1 0.30
		Assigned to Individual Total	0 0.00	10 0.12	0 0.00	10 0.12
	Salt Lake Data Center Operations	Robert Oliver	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Security	Austin Farey	0 0.00	1 0.06	0 0.00	1 0.06
		Jed Johnson	0 0.00	5 1.15	0 0.00	5 1.15
		Sharon Smith	0 0.00	8 0.93	0 0.00	8 0.93
		Assigned to Individual Total	0 0.00	14 0.95	0 0.00	14 0.95
	Voice Operations	Gail Christiansen	0 0.00	4 0.35	0 0.00	4 0.35
		Kelly Johnson	0 0.00	2 0.19	0 0.00	2 0.19
		Romanza Hamblin Sorensen	0 0.00	3 0.25	0 0.00	3 0.25
		Assigned to Individual Total	0 0.00	9 0.28	0 0.00	9 0.28

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

			High	Low	Medium	ATTIR Total
Tax Commission	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 0.07	0 0.00	1 0.07
		Mark Thomas	0 0.00	2 0.22	0 0.00	2 0.22
		Mike Johnson	0 0.00	2 0.31	0 0.00	2 0.31
		Spencer Blodgett	0 0.00	1 0.31	0 0.00	1 0.31
		T Artis	0 0.00	2 0.18	0 0.00	2 0.18
		Assigned to Individual Total	0 0.00	8 0.22	0 0.00	8 0.22
	Assigned Group Total		2 0.00	675 0.11	4 0.13	681 0.11
Customer Company Total			2 0.00	675 0.11	4 0.13	681 0.11

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Tax Commission	Application Services	Bill Felt	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	7 1	0 0	7 1
		Paul Lundell	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	15 1	0 0	15 1
	Campus Networking	Charmaine Malan	0 0	1 1	1 0	2 1
		Assigned to Individual Total	0 0	1 1	1 0	2 1
	Help Desk	Dawn Wayment	0 0	1 0	0 0	1 0
		Eileen Dubach	1 0	2 0	0 0	3 0
		Julie VanBeekum	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	3 0	0 0	3 0

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Help Desk	Assigned to Individual Total	1 0	7 0	0 0	8 0
	Metro B Desktop Support	Anthony Booyse	1 0	29 2	0 0	30 2
		Bill Crowther	0 0	1 0	0 0	1 0
		Jay Locker	0 0	13 0	0 0	13 0
		Joe tupou	0 0	2 1	0 0	2 1
		Ken Bolkcom	0 0	3 1	1 0	4 1
		Michael Barth	0 0	14 0	1 0	15 0
		Peter Musser	0 0	10 0	0 0	10 0
		Sean Chadbourne	0 0	35 0	1 0	36 0
		Stephanie Young	0 0	2 0	0 0	2 0
		Tyler Pearce	0 0	18 0	0 0	18 0
		Assigned to Individual Total	1 0	127 4	3 0	131 4
	Metro B Help Desk	Gavin Barney	0 0	222 0	0 0	222 0
		Torri Randa	0 0	229 0	0 0	229 0

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Metro B Help Desk	Assigned to Individual Total	0	451	0	451
			0	0	0	0
	Metro B Hosting	Cuyler Steiner	0	2	0	2
			0	0	0	0
		Paul Engberson	0	1	0	1
			0	0	0	0
		Randy Spainhower	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Metro C Desktop Support	Chad D Fowers	0	12	0	12
			0	0	0	0
		Assigned to Individual Total	0	12	0	12
			0	0	0	0
	Network Operations	Brian Chatwin	0	3	0	3
			0	0	0	0
		Dave Bodily	0	7	0	7
			0	0	0	0
		Assigned to Individual Total	0	10	0	10
			0	0	0	0
	Rural Central Desktop Support	Paul Petersen	0	3	0	3
			0	0	0	0
		Ron LeBaron	0	3	0	3
			0	2	0	2
		Assigned to Individual Total	0	6	0	6
			0	2	0	2
	Rural North Desktop Support	Don Higgs	0	1	0	1
			0	0	0	0

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Rural North Desktop Support	Kim Ratuszniak	0 0	7 0	0 0	7 0
		Ryan Casey	0 0	1 0	0 0	1 0
		Wayne Higgs	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	10 0	0 0	10 0
	Salt Lake Data Center Operations	Robert Oliver	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Security	Austin Farey	0 0	1 0	0 0	1 0
		Jed Johnson	0 0	5 0	0 0	5 0
		Sharon Smith	0 0	8 1	0 0	8 1
		Assigned to Individual Total	0 0	14 1	0 0	14 1
	Voice Operations	Gail Christiansen	0 0	4 0	0 0	4 0
		Kelly Johnson	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	9 0	0 0	9 0

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

			High	Low	Medium	MR Total
Tax Commission	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0
		Mark Thomas	0 0	2 0	0 0	2 0
		Mike Johnson	0 0	2 0	0 0	2 0
		Spencer Blodgett	0 0	1 0	0 0	1 0
		T Artis	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	8 0	0 0	8 0
	Assigned Group Total		2 0	675 9	4 0	681 9
Customer Company Total			2 0	675 9	4 0	681 9

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Tax Commission	Application Services	Bill Felt	0 0.00	2 3.28	0 0.00	2 3.28
		Martin Gonzalez	0 0.00	7 4.47	0 0.00	7 4.47
		Paul Lundell	0 0.00	2 2.83	0 0.00	2 2.83
		Tony Larsen	0 0.00	4 1.66	0 0.00	4 1.66
		Assigned to Individual Total	0 0.00	15 3.34	0 0.00	15 3.34
	Campus Networking	Charmaine Malan	0 0.00	1 6.60	1 0.81	2 3.71
		Assigned to Individual Total	0 0.00	1 6.60	1 0.81	2 3.71
	Help Desk	Dawn Wayment	0 0.00	1 0.20	0 0.00	1 0.20
		Eileen Dubach	1 0.00	2 0.07	0 0.00	3 0.05
		Julie VanBeekum	0 0.00	1 0.00	0 0.00	1 0.00
		Vicky Marrelli	0 0.00	3 0.00	0 0.00	3 0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Help Desk	Assigned to Individual Total	1 0.00	7 0.07	0 0.00	8 0.06
	Metro B Desktop Support	Anthony Booyse	1 0.02	29 1.75	0 0.00	30 1.69
		Bill Crowther	0 0.00	1 0.64	0 0.00	1 0.64
		Jay Locker	0 0.00	13 1.28	0 0.00	13 1.28
		Joe tupou	0 0.00	2 3.40	0 0.00	2 3.40
		Ken Bolkcom	0 0.00	3 3.04	1 0.67	4 2.45
		Michael Barth	0 0.00	14 1.32	1 1.63	15 1.34
		Peter Musser	0 0.00	10 0.93	0 0.00	10 0.93
		Sean Chadbourne	0 0.00	35 0.99	1 0.00	36 0.96
		Stephanie Young	0 0.00	2 0.83	0 0.00	2 0.83
		Tyler Pearce	0 0.00	16 0.16	0 0.00	16 0.16
		Assigned to Individual Total	1 0.02	125 1.19	3 0.77	129 1.17
	Metro B Help Desk	Gavin Barney	0 0.00	222 0.01	0 0.00	222 0.01
		Torri Randa	0 0.00	229 0.03	0 0.00	229 0.03

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Metro B Help Desk	Assigned to Individual Total	0	451	0	451
			0.00	0.02	0.00	0.02
	Metro B Hosting	Cuyler Steiner	0	2	0	2
			0.00	0.41	0.00	0.41
		Paul Engberson	0	1	0	1
			0.00	0.75	0.00	0.75
		Randy Spainhower	0	1	0	1
			0.00	0.00	0.00	0.00
		Assigned to Individual Total	0	4	0	4
			0.00	0.39	0.00	0.39
	Metro C Desktop Support	Chad D Fowers	0	12	0	12
			0.00	0.70	0.00	0.70
		Assigned to Individual Total	0	12	0	12
			0.00	0.70	0.00	0.70
	Network Operations	Brian Chatwin	0	3	0	3
			0.00	0.49	0.00	0.49
		Dave Bodily	0	7	0	7
			0.00	1.30	0.00	1.30
		Assigned to Individual Total	0	10	0	10
			0.00	1.05	0.00	1.05
	Rural Central Desktop Support	Paul Petersen	0	3	0	3
			0.00	1.24	0.00	1.24
		Ron LeBaron	0	3	0	3
			0.00	4.33	0.00	4.33
		Assigned to Individual Total	0	6	0	6
			0.00	2.79	0.00	2.79
	Rural North Desktop Support	Don Higgs	0	1	0	1
			0.00	2.32	0.00	2.32

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Rural North Desktop Support	Kim Ratushniak	0 0.00	7 0.00	0 0.00	7 0.00
		Ryan Casey	0 0.00	1 0.30	0 0.00	1 0.30
		Wayne Higgs	0 0.00	1 3.33	0 0.00	1 3.33
		Assigned to Individual Total	0 0.00	10 0.60	0 0.00	10 0.60
	Salt Lake Data Center Operations	Robert Oliver	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Security	Austin Farey	0 0.00	1 0.54	0 0.00	1 0.54
		Jed Johnson	0 0.00	5 1.83	0 0.00	5 1.83
		Sharon Smith	0 0.00	8 2.42	0 0.00	8 2.42
		Assigned to Individual Total	0 0.00	14 2.08	0 0.00	14 2.08
	Voice Operations	Gail Christiansen	0 0.00	4 1.23	0 0.00	4 1.23
		Kelly Johnson	0 0.00	2 0.27	0 0.00	2 0.27
		Romanza Hamblin Sorensen	0 0.00	3 0.57	0 0.00	3 0.57
		Assigned to Individual Total	0 0.00	9 0.80	0 0.00	9 0.80

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

			High	Low	Medium	ATTR Total
Tax Commission	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 1.71	0 0.00	1 1.71
		Mark Thomas	0 0.00	2 1.26	0 0.00	2 1.26
		Mike Johnson	0 0.00	2 0.49	0 0.00	2 0.49
		Spencer Blodgett	0 0.00	1 0.31	0 0.00	1 0.31
		T Artis	0 0.00	2 1.42	0 0.00	2 1.42
		Assigned to Individual Total	0 0.00	8 1.04	0 0.00	8 1.04
	Assigned Group Total		2 0.01	673 0.46	4 0.78	679 0.46
Customer Company Total			2 0.01	673 0.46	4 0.78	679 0.46

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

Detail

INC000000483788	Gaylin Ford	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.05
INC000000496753	MV Citrix	None	None	None		TIR Missed: Yes	1.76
	Application Services	Tony Larsen	Tax Commission	Low	Closed	TTR Missed: No	1.78
INC000000497173	Ron Smith	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000502807	Brandon Cowdell	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.10
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	2.82
INC000000503379	Jim Mcnair	None	None	None		TIR Missed: No	0.00
	Help Desk	Dawn Wayment	Tax Commission	Low	Closed	TTR Missed: No	0.20
INC000000503472	MV Price	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.38
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.38
INC000000504655	Shaunna Bracken	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Tax Commission	Low	Resolved	TTR Missed: No	2.73
INC000000505022	Marc Johnson	Mobile Devices	Error	iPhone		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Tax Commission	Low	Closed	TTR Missed: No	
INC000000505022	Marc Johnson	Mobile Devices	Error	iPhone		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Tax Commission	Low	Closed	TTR Missed: No	
INC000000505334	Joanne Phillips	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.11
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.55
INC000000505601	Joshua Blood	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.38
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	0.38
INC000000506380	Debbie Berry	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.43
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	4.90
INC000000506464	Brenda Patterson	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.86
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	0.86
INC000000506569	MV South Valley	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.14
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low	Closed	TTR Missed: No	1.27
INC000000506596	James Shaw	PC/Laptop	Error	None		TIR Missed: No	0.06
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	1.83
INC000000506655	Christena Ohrn	PC/Laptop	Hardware	None		TIR Missed: No	0.03
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	1.45

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000506897	Pauline Fisher	Telecom	Hardware	Telephone		TIR Missed: No	0.19
	Voice/Data/WAN Services	T Artis	Tax Commission	Low	Closed	TTR Missed: No	0.24
INC000000507268	MV South Valley	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000507290	Doug Smith	None	None	None		TIR Missed: No	0.42
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	0.74
INC000000507300	Jake Hill	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000507320	Gene Petrie	PC/Laptop	Error	Novell Messenger		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000507325	Mike Lee	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000507370	MV Citrix	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.30
	Application Services	Tony Larsen	Tax Commission	Low	Closed	TTR Missed: No	1.53
INC000000507385	MV Tooele	Network	Performance	None		TIR Missed: No	0.12
	Network Operations	Dave Bodily	Tax Commission	Low	Closed	TTR Missed: No	0.58
INC000000507387	Leann Tolino	PC/Laptop	Error	None		TIR Missed: No	0.07
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	1.23
INC000000507456	Kelly Brady	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000507461	Barry Conover	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000507464	MV Castle Dale	Server	Error	None		TIR Missed: No	0.62
	Metro B Hosting	Cuyler Steiner	Tax Commission	Low	Closed	TTR Missed: No	0.62
INC000000507478	MV South Valley	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000507479	MV Richfield	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000507511	Norman Bernardo	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000507513	Joanne Phillips	PC/Laptop	Hardware	None		TIR Missed: No	0.04
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.61
INC000000507529	Mark Fluckiger	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000507532	Ruth Ann Jefferies	Application	Password	Utah Master Directory	TIR Missed: No	0.07
Help Desk	Eileen Dubach	Tax Commission	Low	Closed	TTR Missed: No	0.07
INC000000507533	Kim Jones	PC/Laptop	Hardware	None	TIR Missed: No	0.06
Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	5.48
INC000000507592	Christena Ohrn	PC/Laptop	Hardware	None	TIR Missed: No	0.02
Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	0.53
INC000000507635	Mark Kaleta	Application	Password	Motor Vehicle Administration	TIR Missed: No	0.98
Security	Jed Johnson	Tax Commission	Low	Closed	TTR Missed: No	1.34
INC000000507645	Caralyn Streed	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	0.09
INC000000507672	Jeff Christensen	Application	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000507683	Joshua Quarnberg	PC/Laptop	Error	None	TIR Missed: Yes	6.07
Rural Central Desktop Support	Ron LeBaron	Tax Commission	Low	Closed	TTR Missed: Yes	6.99
INC000000507690	Chante Hammond	None	None	None	TIR Missed: Yes	6.01
Rural Central Desktop Support	Ron LeBaron	Tax Commission	Low	Closed	TTR Missed: Yes	6.01
INC000000507732	Joseph Bradbury	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000507739	Brett Wilding	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000507755	Camille Barber	PC/Laptop	Virus	None	TIR Missed: No	0.11
Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	2.45
INC000000507763	Michele Espina	Application	Error	ZENworks for Desktops	TIR Missed: No	0.06
Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: Yes	10.48
INC000000507794	MV Price	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.00
Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000507795	Chris Shawcroft	Application	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000507800	Jeff Christensen	Application	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000507809	Bruce Johnson	Mobile Devices	Error	Ipads	TIR Missed: No	0.19
Metro B Desktop Support	Ken Bolkcom	Tax Commission	Medium	Closed	TTR Missed: No	0.67
INC000000507831	Zane Rasmussen	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000507844	MV Cedar City Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000507886	Amy Hill Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000507893	Nancy Telford Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Symantec AntiVirus Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000507900	Felicia Sandoval Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000507927	Felicia Sandoval Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000507976	Courtney Minchey Metro B Help Desk	Print/Copy/Scan/Fax Torri Randa	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000507978	Stacee Dye Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000507989	MV South Valley Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000507991	Sherri Murray Metro B Help Desk	PC/Laptop Torri Randa	Password Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000507992	MV Ogden Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000508000	Vaun Johnson Metro B Hosting	Application Paul Engberson	Error Tax Commission	Microsoft Access Low	Closed	TIR Missed: No TTR Missed: No	0.75 0.75
INC000000508015	Caralyn Streed Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.06 0.07
INC000000508090	Jim Thompson Metro B Desktop Support	PC/Laptop Peter Musser	Hardware Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.29 0.29
INC000000508188	Jim Clayton Metro B Desktop Support	PC/Laptop Joe tupou	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 6.11
INC000000508191	Randy Farnsworth Metro B Desktop Support	PC/Laptop Peter Musser	Error Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000508197	Pam Bennett Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000508220	Jim McNair Application Services	Application Martin Gonzalez	Error Tax Commission	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000508282	Steve Coleman	PC/Laptop	Error	Novell eDirectory	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000508306	Brad Simpson	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000508333	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000508340	MV South Valley	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000508369	John Miner	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000508387	Joshua Blood	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000508415	Kim Chhour	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000508435	Debra Ross	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000508460	Cathy Maez	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000508490	Steve Coleman	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000508527	Brent Burningham	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000508568	Laurel Pate	Application	Password	State Payroll Time Entry System	TIR Missed: No	0.95
	Security	Sharon Smith	Tax Commission	Low Closed	TTR Missed: No	2.44
INC000000508626	Stephen Anderson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.18
	Metro B Desktop Support	Peter Musser	Tax Commission	Low Closed	TTR Missed: No	0.18
INC000000508628	Stephen Anderson	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000508673	George Gunderson	Application	Password	Utah Master Directory	TIR Missed: No	0.08
	Help Desk	Eileen Dubach	Tax Commission	Low Closed	TTR Missed: No	0.08
INC000000508675	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000508695	Scott Mann	Telecom	Hardware	Telephone	TIR Missed: No	0.58
	Voice/Data/WAN Services	Mike Johnson	Tax Commission	Low Closed	TTR Missed: No	0.84

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000508730	Charlie Roberts	PC/Laptop	Error	Adobe InDesign		TIR Missed: No	0.10
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: Yes	6.87
INC000000508738	Kevin Park	Application	Error	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000508763	Robin MacKenzie-Nielson	PC/Laptop	Error	None		TIR Missed: No	0.11
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	3.18
INC000000508793	Chante Hammond	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000508800	Tawna Blodgett	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000508809	Julia Warga	PC/Laptop	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000508944	James Shaw	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000508954	MV South Valley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.29
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.52
INC000000508963	Carolyn Leeper	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000508969	MV Moab	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000508985	MV South Valley	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000508998	Stephanie Yi-fang Liu	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000509116	Curtis Stoddard	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000509128	Doug Smith	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000509161	Ryan Sharp	PC/Laptop	Error	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000509211	Caralyn Streed	PC/Laptop	Error	None		TIR Missed: No	0.02
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.61
INC000000509296	James Wolfe	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000509309	Tiffany Harms Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509351	MV Farmington Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509356	Meckin Bless Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Symantec AntiVirus Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509359	Julie Salisbury Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Novell eDirectory Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509427	Halalose Wolfgramm Security	PC/Laptop Sharon Smith	Error Tax Commission	Novell eDirectory Low	TIR Missed: Yes TTR Missed: No	1.66 1.66
INC000000509478	MV Loa Network Operations	Network Dave Bodily	Performance Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.50 2.77
INC000000509524	Steven Shepherd Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Microsoft Windows 7 Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509558	Jane Wiseman Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509573	Stephen Anderson Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509584	MV Farmington Rural North Desktop Support	PC/Laptop Ryan Casey	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.08 0.30
INC000000509594	Vera Bullock Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Symantec AntiVirus Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509666	MV South Valley Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509713	Jim McNair Metro B Desktop Support	PC/Laptop Tyler Pearce	Error Tax Commission	Internet Explorer Low	TIR Missed: No TTR Missed: No	0.18 0.18
INC000000509739	MV Salt Lake City Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509760	Laura Mason Voice/Data/WAN Services	Network Greg Blessing	Performance Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.07 1.71
INC000000509794	John Miner Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000509812	MV South Valley Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000509887	Devin Scott	Application	Error	None		TIR Missed: No	0.08
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.08
INC000000509958	Mia Detton	Application	Error	ZENworks for Desktops		TIR Missed: No	0.19
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.19
INC000000509976	Howard Smith	Application	Error	Adobe Reader		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000510036	Tina Wright	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000510053	Julie Goins	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000510109	Ellen Engel	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000510112	Michael Paletta	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000510114	Rajanee Christiansen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000510157	Eric White	PC/Laptop	Performance	None		TIR Missed: No	0.02
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	1.93
INC000000510168	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000510178	Scott F Richards	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000510194	Jim McNair	Application	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000510196	Gary Peart	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000510201	Sandra Herbert	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.77
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	0.77
INC000000510202	Jane Phan	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000510203	Eric McPherson	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000510237	Elizabeth Benadik	Application	Error	Acrobat Reader		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000510241	Leslee Katayama	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.06
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Closed	TTR Missed: No	0.06
INC000000510328	Brandi Mascarenas	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000510332	MV South Valley	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000510348	Richard Lewis	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000510438	Christine Robinson	PC/Laptop	Error	Novell GroupWise	TIR Missed: Yes	1.08
	Application Services	Tony Larsen	Tax Commission	Low Closed	TTR Missed: No	1.13
INC000000510474	Pace Steffani	PC/Laptop	Error	Novell GroupWise	TIR Missed: No	0.75
	Application Services	Paul Lundell	Tax Commission	Low Closed	TTR Missed: No	0.76
INC000000510493	Jeanette Sever	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000510500	MV Citrix	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000510510	MV Special Services	Application	Password	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000510524	Rajanee Christiansen	Application	Error	Adobe Reader	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000510716	Dennis Ritz	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000510719	Julie Alsop	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000510721	Meckin Bless	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000510735	Jenny Johnson	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000510785	Ann Dillenbeck	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000510827	David Swan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000510841	Brandi Mascarenas	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000510863	Jin Dai	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000510892	Jane Wiseman	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000510923	Ron Smith	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000510937	Karley Butcher	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.13
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	2.80
INC000000510957	Jason Bernards	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000510962	Hal Mauchley	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000510968	Janette Woodhouse	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000510977	Jayson Burke	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000511052	Brian Udink	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000511080	Allen Maxson	PC/Laptop	Hardware	None	TIR Missed: No	0.04
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.14
INC000000511084	Doug Smith	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000511157	Jennifer Stanger	Application	Error	Gmail	TIR Missed: No	0.45
	Application Services	Martin Gonzalez	Tax Commission	Low Closed	TTR Missed: No	0.62
INC000000511166	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000511178	Stephen Nance	Telecom	Voice Mail	Telephone	TIR Missed: No	0.13
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low Closed	TTR Missed: No	0.25
INC000000511238	Brian Udink	PC/Laptop	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000511315	MV South Valley	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000511395	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000511409	Dianna Wright	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000511411	Dustin Ashcroft	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000511517	Joshua Blood	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000511584	Monte Roberts	Network	Performance	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Medium	Closed	TTR Missed: No	0.00
INC000000511619	Shelley Robinson	Application	None	Gmail		TIR Missed: No	0.03
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	2.44
INC000000511621	George Gunderson	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	3.10
INC000000511624	Rod Boogaard	PC/Laptop	Error	Gmail		TIR Missed: No	0.04
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	2.42
INC000000511686	Dan Engh	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000511695	Richard Lewis	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000511699	Cathy Maez	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000511712	Becky McKenzie	Application	Error	None		TIR Missed: No	0.12
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	2.15
INC000000511734	Wendy Du	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000511758	Ann Dillenbeck	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000511825	Brian Udink	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000511829	Halalose Wolfgramm	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000511850	John Manning	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000511908	Karley Butcher	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000511914	David Swan	PC/Laptop	Error	None		TIR Missed: No	0.07
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.67
INC000000511970	Bruce Timothy	PC/Laptop	Error	None		TIR Missed: No	0.06
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	1.46
INC000000512016	MV Roosevelt	Network	Performance	None		TIR Missed: No	0.49
	Network Operations	Brian Chatwin	Tax Commission	Low	Closed	TTR Missed: No	0.52
INC000000512061	Randall Gardner	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512062	Karley Butcher	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512066	Cindy M Clark	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512069	Kerry Chapman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512157	Jody Jacobs	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.20
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.20
INC000000512167	MV Price	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512214	Sheri Burgess	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512310	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512333	Becky McKenzie	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.12
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.65
INC000000512336	Brandon Noble	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512376	MV South Valley	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.08
	Metro C Desktop Support	Chad D Fowers	Tax Commission	Low	Closed	TTR Missed: No	1.32
INC000000512401	Halalose Wolfgramm	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512412	Shirleen Thompson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512431	Ryan Brown	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Tax Commission	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000512434	Mike Kenney	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512438	Richard Lewis	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512441	Dustin Ashcroft	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512443	Brian Udink	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512446	Jason Rhodes	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512451	Steven Shepherd	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512566	Angie Hillas	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512574	Roger Barth	Network	Performance	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512605	Joanne Phillips	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	1.23
INC000000512623	Barry Conover	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Tax Commission	High	Closed	TTR Missed: No	0.00
INC000000512640	D'Arcy Dixon	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512644	Angie Hillas	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512648	Aaron Nichols	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512685	Courtney Minchey	Network	Password	None		TIR Missed: Yes	2.07
	Security	Jed Johnson	Tax Commission	Low	Closed	TTR Missed: No	2.07
INC000000512692	Mike Kenney	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512697	MV Farmington	Network	Performance	None		TIR Missed: No	0.08
	Network Operations	Dave Bodily	Tax Commission	Low	Closed	TTR Missed: No	1.07
INC000000512733	Deon Loynd	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.02
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.02

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000512748	Leann Tolino	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.06
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	0.66
INC000000512750	Barry Conover	PC/Laptop	Error	Novell eDirectory		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512776	Brad Simpson	Mobile Devices	Error	Ipads		TIR Missed: No	0.11
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	1.74
INC000000512780	Jonathan Steed	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512822	MV Price	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512864	Larry Ball	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512868	June Hesleph	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512871	Halalose Wolfgramm	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512879	MV Kamas	Network	Performance	None		TIR Missed: No	0.36
	Network Operations	Dave Bodily	Tax Commission	Low	Closed	TTR Missed: No	3.31
INC000000512927	Roger Barth	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512939	Ryan Tucker	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000512950	Amy Arnn	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000513061	Isaac Gunderson	PC/Laptop	Error	Gmail		TIR Missed: No	0.12
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	1.54
INC000000513064	MV Farmington	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000513069	MV Farmington	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000513071	MV Citrix	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000513072	MV Farmington	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000513075	Brent Barney	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000513093	Jody Jacobs	PC/Laptop	Hardware	Microsoft Windows XP Professio		TIR Missed: No	0.10
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.10
INC000000513103	MV Citrix	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.08
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	5.30
INC000000513137	Lynda Wood	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000513250	Stacee Dye	PC/Laptop	Error	Novell GroupWise		TIR Missed: No	0.17
	Application Services	Paul Lundell	Tax Commission	Low	Closed	TTR Missed: No	4.90
INC000000513277	Julie Jones	Telecom	Feature	Telephone		TIR Missed: No	0.10
	Voice Operations	Gail Christiansen	Tax Commission	Low	Closed	TTR Missed: No	0.34
INC000000513300	Alisi Tupou	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000513349	June Washington	Telecom	Call/Receive	Telephone		TIR Missed: No	0.33
	Voice Operations	Romanza Hamblin Sorensen	Tax Commission	Low	Closed	TTR Missed: No	0.72
INC000000513413	MV Ogden	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000513416	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000513417	Devin Anderson	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000513484	Shelley Robinson	PC/Laptop	Error	Novell eDirectory		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000513507	John Collen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000513510	Amy Stone	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000513522	MV Provo	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000513541	Julie Salisbury	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	0.15
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.15
INC000000513609	Ilene Call	PC/Laptop	None	None		TIR Missed: No	0.30
	Rural North Desktop Support	Wayne Higgs	Tax Commission	Low	Closed	TTR Missed: No	3.33

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000513682	Miria Dingess	Application	Password	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000513691	Vera Bullock	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000513743	Joshua Blood	Application	Error	GenTax	TIR Missed: No	0.04
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	1.65
INC000000513744	Christine Fratto	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000513819	MV Richfield	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000513823	Karleen Mitchell	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000513826	Clinton Jensen	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000513854	Stacey Hammond	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000513856	Lamar Sayer	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000513896	Stephanie Yi-fang Liu	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000513905	Vickie Gritzmacher	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000513908	MV South Valley	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000513969	Howard Smith	PC/Laptop	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000513973	Terri Reid	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000513974	Shelley Robinson	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000513993	Tam Le	PC/Laptop	Error	Microsoft Windows XP Professional	TIR Missed: No	0.16
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.47
INC000000514018	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000514020	Jake Hill	Telecom	Voice Mail	Telephone		TIR Missed: No	0.20
	Voice Operations	Gail Christiansen	Tax Commission	Low	Closed	TTR Missed: No	0.20
INC000000514024	MV South Valley	Application	Password	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000514072	Miria Dingess	PC/Laptop	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000514209	Mike Fahey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000514211	Allison Imlay	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000514259	Jody Jacobs	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000514288	Tiffany Harms	Telecom	Coverage Path	Telephone		TIR Missed: No	0.20
	Voice Operations	Kelly Johnson	Tax Commission	Low	Closed	TTR Missed: No	0.33
INC000000514291	Courtney Minchey	Telecom	Voice Mail	Telephone		TIR Missed: No	0.17
	Voice Operations	Kelly Johnson	Tax Commission	Low	Closed	TTR Missed: No	0.21
INC000000514338	Ryan Tucker	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000514377	Doug Smith	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000514392	Christine Robinson	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000514394	Carrie Barker	Application	Password	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000514419	Doug Smith	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000514432	Sandra Jones	Application	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000514434	MV Farmington	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000514444	Angela Simmons	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000514464	Jenny Johnson	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000514466	MV South Valley	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: Yes	1.18
	Metro C Desktop Support	Chad D Fowers	Tax Commission	Low	Closed	TTR Missed: No	1.18
INC000000514482	Sharee Webb	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000514501	Diane Gibson	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.81
	Rural North Desktop Support	Don Higgs	Tax Commission	Low	Closed	TTR Missed: No	2.32
INC000000514509	MV Provo	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000514512	Karalynn Malcolm-Sugden	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.29
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.48
INC000000514517	MV Farmington	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000514576	Cheryl A Sielhorst	Application	Error	ZENworks for Desktops		TIR Missed: Yes	1.13
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	4.30
INC000000514606	Julie Halvorson	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000514652	Miria Dingess	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000514798	Charlie Roberts	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000514840	Darwin Kocherhans	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000514963	Roger Barth	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000514964	Randolph Prawitt	Application	Error	Gmail		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Tax Commission	Low	Resolved	TTR Missed: No	0.07
INC000000514974	Emily Butler	Application	Password	None		TIR Missed: No	0.00
	Security	Sharon Smith	Tax Commission	Low	Closed	TTR Missed: No	2.25
INC000000514998	Gloria Spriggs	Application	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Closed	TTR Missed: No	0.85
INC000000515027	Miria Dingess	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000515036	Gary Abshire	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000515045	Shelley Robinson Metro B Help Desk	Network Gavin Barney	Password Tax Commission	Microsoft Windows 7 Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515063	Susan Dansie Metro B Desktop Support	Print/Copy/Scan/Fax Peter Musser	Paper Jam Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.04 0.51
INC000000515092	Randy Kelly Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Microsoft Windows 7 Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515098	Christa Johnson Metro B Desktop Support	Mobile Devices Anthony Booyse	Error Tax Commission	Ipads Low	Closed	TIR Missed: No TTR Missed: No	0.04 0.66
INC000000515114	Karleen Mitchell Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515191	Shelley Eastmond Metro B Desktop Support	Application Anthony Booyse	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.11 0.71
INC000000515231	Kim Flugga Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Symantec AntiVirus Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515242	MV Ogden Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Motor Vehicle Administration Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515243	Christa Johnson Metro B Desktop Support	None Anthony Booyse	None Tax Commission	None High	Closed	TIR Missed: No TTR Missed: No	0.00 0.02
INC000000515285	Joshua Quarnberg Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515288	Joshua Quarnberg Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515336	MV Salt Lake City Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515339	Shannon Wright Application Services	Application Bill Felt	Error Tax Commission	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	0.31 5.14
INC000000515348	MV Loa Network Operations	Network Dave Bodily	Performance Tax Commission	None Low	Closed	TIR Missed: No TTR Missed: No	0.07 0.90
INC000000515369	MV Farmington Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Incident Tax Commission	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515423	Shelley Robinson Application Services	Application Martin Gonzalez	Error Tax Commission	Gmail Low	Closed	TIR Missed: Yes TTR Missed: No	3.51 3.55
INC000000515472	Pamela Pendleton Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000515527	Chante Hammond Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Cisco AnyConnect VPN Client Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515528	Chante Hammond Metro B Help Desk	Application Gavin Barney	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515532	Eric McPherson Metro B Help Desk	Application Gavin Barney	Password Tax Commission	Motor Vehicle Administration Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515538	MV Farmington Metro B Desktop Support	Print/Copy/Scan/Fax Sean Chadbourne	Incident Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.01 0.85
INC000000515581	Christena Ohrn Metro B Desktop Support	Application Jay Locker	Error Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.10 0.55
INC000000515616	Stephanie Vert Security	Application Sharon Smith	Password Tax Commission	Gmail Low	TIR Missed: No TTR Missed: Yes	0.29 7.74
INC000000515700	MV South Valley Metro C Desktop Support	Print/Copy/Scan/Fax Chad D Fowers	Paper Jam Tax Commission	None Low	TIR Missed: Yes TTR Missed: No	1.61 1.61
INC000000515750	Pamela Pendleton Metro B Desktop Support	Application Michael Barth	Error Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.02 0.05
INC000000515854	Angie Hillas Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515882	Emily Butler Metro B Desktop Support	PC/Laptop Anthony Booyse	Error Tax Commission	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	0.00 0.02
INC000000515890	Cindy Morrison Metro B Help Desk	Application Torri Randa	Password Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515907	Nancy Zullo Metro B Desktop Support	PC/Laptop Peter Musser	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.02 1.39
INC000000515909	Lynda Wood Metro B Desktop Support	PC/Laptop Ken Bolkcom	Error Tax Commission	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: Yes	0.09 7.86
INC000000515962	Joseph Caldiero Metro B Desktop Support	Application Sean Chadbourne	Error Tax Commission	GenTax Low	TIR Missed: No TTR Missed: No	0.13 0.36
INC000000515969	Lynn Solarczyk Metro B Help Desk	PC/Laptop Gavin Barney	Hardware Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000515975	Jacob Strong Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000516010	Jacob Strong Metro B Desktop Support	PC/Laptop Anthony Booyse	Error Tax Commission	None Low	TIR Missed: No TTR Missed: No	0.14 4.70

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000516017	Rachel Maldonado	Application	Error	Gmail		TIR Missed: No	0.17
	Application Services	Martin Gonzalez	Tax Commission	Low	Resolved	TTR Missed: Yes	19.87
INC000000516026	Kim Jones	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000516031	Diane Gibson	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000516036	MV Price	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000516042	Miralee Kelsey	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000516156	Victoria Youtsey	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000516240	Dee Talbot	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.43
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Closed	TTR Missed: No	0.86
INC000000516241	Valerie Ashby	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000516263	Tam Le	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000516272	Robin King	PC/Laptop	Error	None		TIR Missed: No	0.69
	Security	Jed Johnson	Tax Commission	Low	Closed	TTR Missed: No	2.48
INC000000516273	Rexalee Jolley	Print/Copy/Scan/Fax	Incident	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000516296	Leann Tolino	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000516344	Joshua Quarnberg	Print/Copy/Scan/Fax	Incident	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000516384	Rod Boogaard	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000516398	Christopher Barnes	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000516400	MV Davis County IM Static	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000516419	MV Davis County IM Static	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000516444	Jordan Wheeler	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000516478	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000516510	MV Farmington	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000516549	MV Price	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000516589	MV Provo	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000516621	Craig Jolley	PC/Laptop	Hardware	None	TIR Missed: No	0.19
	Campus Networking	Charmaine Malan	Tax Commission	Medium Resolved	TTR Missed: No	0.81
INC000000516659	Kevin Park	Application	Error	Ipads	TIR Missed: No	0.04
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Closed	TTR Missed: No	0.40
INC000000516674	Dennis Mitchell	PC/Laptop	Hardware	None	TIR Missed: No	0.08
	Rural Central Desktop Support	Paul Petersen	Tax Commission	Low Closed	TTR Missed: No	0.08
INC000000516727	Susan Hoggan	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Desktop Support	Ken Bolkcom	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000516728	Lance Lamb	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Tax Commission	Low Closed	TTR Missed: No	1.65
INC000000516731	Laura Mason	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000516732	Brent Taylor	None	None	None	TIR Missed: No	0.00
	Salt Lake Data Center Operations	Robert Oliver	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000516746	Susan D Bowman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000516748	Gloria Spriggs	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000516789	Anna Marie Andersen	Application	None	Internet Explorer	TIR Missed: No	0.07
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	1.14
INC000000516834	Angie Hillas	PC/Laptop	Error	None	TIR Missed: No	0.07
	Metro B Desktop Support	Joe tupou	Tax Commission	Low Closed	TTR Missed: No	0.69
INC000000516848	Brett Lemon	PC/Laptop	Error	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000516854	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000516863	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000516876	Angie Hillas	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000516896	Leann Tolino	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000516902	Melanie Palmer	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000516905	MV Farmington	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000516910	David Montgomery	PC/Laptop	Password	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000516915	Jared Ottesen	Application	Password	Gmail	TIR Missed: No	0.65
	Security	Jed Johnson	Tax Commission	Low Closed	TTR Missed: No	1.18
INC000000516965	Nancy Zullo	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000516993	Mike Fahey	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000517007	Daniel Davis	Application	Error	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000517009	Daniel Davis	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000517039	Brook Abarca	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.03
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Closed	TTR Missed: No	0.03
INC000000517062	Cathy Maez	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000517156	Julia Warga	PC/Laptop	Error	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000517185	MV South Valley	None	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Tax Commission	Low Closed	TTR Missed: No	0.00
INC000000517186	MV South Valley	None	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Tax Commission	Low Closed	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000517187	MV South Valley	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000517188	MV South Valley	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000517189	MV South Valley	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000517190	MV South Valley	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000517191	MV South Valley	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000517202	Richard Lewis	Application	Password	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000517205	Richard Lewis	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000517206	MV South Valley	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000517207	Allison Imlay	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.05
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	0.87
INC000000517212	Ryan Brown	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000517217	MV Farmington	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000517307	MV South Valley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000517372	Taylor Killpack	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000517393	Daniel Davis	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000517414	Cindy Morrison	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000517484	MV Richfield	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000517544	Pauline Fisher	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000517557	Jeanine Howells	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.05
INC000000517565	Robert Ure	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000517706	MV South Valley	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000517722	Steffani Pace	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000517743	Robert Ure	Application	Error	None		TIR Missed: No	0.02
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	1.82
INC000000517750	Heather Carlson	Application	Reporting	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Closed	TTR Missed: No	1.77
INC000000517765	MV Ogden	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000517815	Kim Ferrell	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.04
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Closed	TTR Missed: No	2.40
INC000000517831	Sherri Murray	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.07
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Closed	TTR Missed: No	2.25
INC000000517935	John Manning	PC/Laptop	Error	None		TIR Missed: No	0.12
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	1.91
INC000000517964	Shane Maag	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000517985	Kent Jorgensen	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.41
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	0.88
INC000000517994	Leann Tolino	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000517999	Ron Jacobson	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000518026	Alison Imlay	Print/Copy/Scan/Fax	Queue	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000518035	Robert Ure	Application	Error	None		TIR Missed: No	0.04
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Resolved	TTR Missed: No	0.61
INC000000518044	Valerie Ashby	Telecom	Call/Receive	Telephone		TIR Missed: No	0.18
	Voice/Data/WAN Services	T Artis	Tax Commission	Low	Closed	TTR Missed: No	2.60

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000518046	Pamela Pendleton	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Closed	TTR Missed: No	0.41
INC000000518088	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.01
INC000000518093	John Manning	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Closed	TTR Missed: No	0.02
INC000000518112	Gene Petrie	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000518125	MV Ogden	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000518145	Travis Harvey	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000518149	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000518169	Christa Johnson	Telecom	Call/Receive	Telephone		TIR Missed: No	0.49
	Voice Operations	Gail Christiansen	Tax Commission	Low	Closed	TTR Missed: No	0.49
INC000000518175	MV Ogden	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000518191	Joshua Quarnberg	PC/Laptop	Hardware	None		TIR Missed: No	0.22
	Rural Central Desktop Support	Paul Petersen	Tax Commission	Low	Resolved	TTR Missed: No	1.97
INC000000518192	Mariah McAfee	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000518194	MV Salt Lake City	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000518297	Jane Wiseman	Application	Error	Novell eDirectory		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000518305	Daniel Davis	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000518312	Cindy M Clark	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.11
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Closed	TTR Missed: No	0.31
INC000000518371	Joanne Phillips	Network	Password	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000518385	MV Ogden	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000518477	Stephen Anderson	Application	Error	GenTax		TIR Missed: No	0.50
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.72
INC000000518502	MV Motor Carriers	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000518505	Karleen Mitchell	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000518518	Robin MacKenzie-Nielson	Application	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000518562	MV Farmington	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000518582	Kim Flugga	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000518584	Mariah McAfee	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000518617	Cathy Maez	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.03
	Voice/Data/WAN Services	Mike Johnson	Tax Commission	Low	Resolved	TTR Missed: No	0.14
INC000000518644	Ron Jacobson	Print/Copy/Scan/Fax	Incident	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000518685	MV South Valley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000518705	MV Citrix	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.23
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Resolved	TTR Missed: No	0.72
INC000000518740	Charlie Roberts	Application	Error	Novell GroupWise		TIR Missed: Yes	2.21
	Application Services	Tony Larsen	Tax Commission	Low	Closed	TTR Missed: No	2.21
INC000000518744	James Shaw	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000518765	Cathy Maez	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000518772	Elizabeth Benadik	Server	Performance	None		TIR Missed: No	0.21
	Metro B Hosting	Cuyler Steiner	Tax Commission	Low	Closed	TTR Missed: No	0.21
INC000000518776	Ryan Allen	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000518830	MV South Valley	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: Yes	4.31
	Metro C Desktop Support	Chad D Fowers	Tax Commission	Low	Resolved	TTR Missed: No	4.31

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000518890	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000518924	MV Roosevelt	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000518926	MV Farmington	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Closed	TTR Missed: No	0.00
INC000000518927	Ruth Victor	PC/Laptop	Virus	Symantec AntiVirus		TIR Missed: No	0.47
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Resolved	TTR Missed: No	0.63
INC000000519067	Lynda Wood	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000519075	Tiffany Harms	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Resolved	TTR Missed: No	0.04
INC000000519078	Eric McPherson	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Resolved	TTR Missed: No	1.42
INC000000519081	Linda Allred	PC/Laptop	Error	Novell Messenger		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000519101	Spencer Hansen	PC/Laptop	Error	Novell GroupWise 32-bit Window		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000519174	Beth Craig	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000519178	Laurie Lefevre	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000519183	Gloria Spriggs	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000519198	Karleen Mitchell	PC/Laptop	Error	None		TIR Missed: No	0.45
	Metro B Desktop Support	Bill Crowther	Tax Commission	Low	Resolved	TTR Missed: No	0.64
INC000000519260	Eric McPherson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Resolved	TTR Missed: No	0.07
INC000000519337	Allen Maxson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000519357	MV Salt Lake City	Application	Error	Adobe Flash		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000519405	Lori Geary	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000519408	Stephen Anderson	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000519412	Paula Vanikiotis	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000519428	Jeff Christensen	PC/Laptop	Error	Novell Messenger	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000519462	Lisa Manning	Network	Performance	Novell eDirectory	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000519468	Lisa Manning	PC/Laptop	Error	None	TIR Missed: No	0.56
	Metro B Desktop Support	Michael Barth	Tax Commission	Low Resolved	TTR Missed: No	3.45
INC000000519497	LaDawn Hamp	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000519524	Elizabeth Benadik	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000519596	Robin MacKenzie-Nielson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000519629	John Miner	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000519658	MV Farmington	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000519670	Cindy Leal	Network	Password	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000519698	Robin MacKenzie-Nielson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000519730	D'Arcy Dixon	PC/Laptop	Hardware	None	TIR Missed: No	0.13
	Metro B Desktop Support	Michael Barth	Tax Commission	Medium Resolved	TTR Missed: No	1.63
INC000000519775	James Teton	Print/Copy/Scan/Fax	Incident	Adobe Reader	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000519818	Earl Thomas	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.17
	Metro B Desktop Support	Michael Barth	Tax Commission	Low Resolved	TTR Missed: No	1.19
INC000000519860	Laura Mason	Telecom	Call Management	Telephone	TIR Missed: No	0.11
	Voice/Data/WAN Services	Mark Thomas	Tax Commission	Low Resolved	TTR Missed: No	0.55
INC000000519923	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000520175	Nery Coleman Metro B Help Desk	Network Torri Randa	Password Tax Commission	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520176	Curtis Stoddard Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Symantec AntiVirus Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520179	Susan Dansie Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Symantec AntiVirus Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520182	David Montgomery Metro B Desktop Support	Application Anthony Booyse	Error Tax Commission	Motor Vehicle Administration Low	TIR Missed: No Resolved TTR Missed: No	0.09 2.63
INC000000520221	Melanie Schott Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Symantec AntiVirus Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520246	Stephen Nance Metro B Help Desk	Server Torri Randa	Error Tax Commission	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520252	Karl Morgan Metro B Desktop Support	PC/Laptop Michael Barth	Error Tax Commission	None Low	TIR Missed: No Resolved TTR Missed: No	0.36 1.94
INC000000520325	Miria Dingess Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Tax Commission	Telephone Low	TIR Missed: No Resolved TTR Missed: No	0.29 0.72
INC000000520357	MV Richfield Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520376	Nery Coleman Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520378	Terri Chidester Metro B Help Desk	Print/Copy/Scan/Fax Gavin Barney	Queue Tax Commission	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520389	Laura Mason Voice/Data/WAN Services	Telecom Mark Thomas	Call Management Tax Commission	Telephone Low	TIR Missed: No Resolved TTR Missed: No	0.33 1.97
INC000000520497	Shelley Robinson Metro B Help Desk	Application Gavin Barney	Error Tax Commission	Internet Explorer Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520639	Susan Waters Metro B Help Desk	PC/Laptop Torri Randa	Password Tax Commission	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520745	Cappi Stamper Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520747	Ruth Victor Metro B Help Desk	PC/Laptop Torri Randa	Error Tax Commission	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000520749	Allen Maxson Metro B Help Desk	Application Gavin Barney	Error Tax Commission	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000520754	Lamar Sayer	Application	Error	Acrobat Reader	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000520756	Said Hernandez	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000520762	MV Farmington	Application	Error	State Payroll Time Entry System	TIR Missed: Yes	1.04
	Security	Sharon Smith	Tax Commission	Low Resolved	TTR Missed: No	1.31
INC000000520782	MV Provo	Application	Password	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000520805	James Shaw	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000520950	Dustin Gleed	PC/Laptop	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Tax Commission	Low Resolved	TTR Missed: No	2.62
INC000000520953	Dustin Gleed	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000520968	Daniel Rich	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000521040	Brett Lemmon	Application	Error	Symantec AntiVirus	TIR Missed: No	0.20
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	1.35
INC000000521043	Elaine Valdez	PC/Laptop	Password	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000521083	Chrysanne Newman	PC/Laptop	Hardware	None	TIR Missed: No	0.33
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Resolved	TTR Missed: No	0.40
INC000000521117	Lonnie Holt	PC/Laptop	Error	None	TIR Missed: No	0.12
	Metro B Desktop Support	Michael Barth	Tax Commission	Low Resolved	TTR Missed: No	0.49
INC000000521131	MV Farmington	PC/Laptop	Hardware	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000521164	MV Provo	Application	Error	Microsoft Windows XP Professional	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000521212	MV Kamas	Network	Performance	None	TIR Missed: No	0.30
	Network Operations	Dave Bodily	Tax Commission	Low Resolved	TTR Missed: No	0.43
INC000000521227	MV Farmington	PC/Laptop	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000521253	Heather Gamon	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000521324	Kevin Park	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000521343	Dustin Ashcroft	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000521352	MV Provo	Application	Password	Motor Vehicle Administration	TIR Missed: No	0.78
	Security	Sharon Smith	Tax Commission	Low Resolved	TTR Missed: No	1.02
INC000000521357	Earl Thomas	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.26
	Metro B Desktop Support	Michael Barth	Tax Commission	Low Resolved	TTR Missed: No	0.30
INC000000521361	MV St George	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000521416	Shane Burton	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000521506	Steve Coleman	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed: No	0.31
	Voice/Data/WAN Services	Spencer Blodgett	Tax Commission	Low Resolved	TTR Missed: No	0.31
INC000000521595	Debra Ross	PC/Laptop	Error	Microsoft Office	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000521641	Rachel Maldonado	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000521668	Debra Ross	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000521696	Jody Jacobs	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000521812	Brett Hancock	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000521816	Lupe Holliday	Application	Password	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000521817	MV Beaver	Network	Performance	None	TIR Missed: No	0.00
	Network Operations	Dave Bodily	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000521827	Jim Thompson	Storage	None	None	TIR Missed: No	0.00
	Metro B Hosting	Randy Spainhower	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000521840	Mark Pochurek	PC/Laptop	Error	Symantec AntiVirus	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000521846	Brent Taylor	PC/Laptop	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000521867	Sonya Pullan	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000521876	June Washington	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000521903	Donna Backer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000521915	MV Salt Lake City	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000521936	Lynn Lassen	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000521937	Scott Draper	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000521952	Gary Peart	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000521953	Heidi Ellison	Server	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000521963	Jennifer Stanger	Application	None	Gmail		TIR Missed: No	0.25
	Application Services	Martin Gonzalez	Tax Commission	Low	Resolved	TTR Missed: No	4.44
INC000000521995	Floyd Bergener	None	None	None		TIR Missed: No	0.03
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.10
INC000000522009	Tiffany Harms	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000522072	Kelley Perkins	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000522118	Shelley Eastmond	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000522147	Lia Eckhardt	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.45
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Resolved	TTR Missed: No	0.45
INC000000522158	Cindy Morrison	Telecom	Feature	Telephone		TIR Missed: No	0.63
	Voice Operations	Gail Christiansen	Tax Commission	Low	Resolved	TTR Missed: No	3.89
INC000000522176	Brian Brand	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000522232	Rosie Akeripa	Application	Password	Utah Criminal Justice Informatio		TIR Missed: Yes	1.98
	Security	Sharon Smith	Tax Commission	Low	Resolved	TTR Missed: No	2.13

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000522234	Gary Peart	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000522256	Shelley Robinson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000522357	Darwin Kocherhans	Application	Error	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000522363	Jan Duggar	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000522448	Deann Clark	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000522464	MV St George	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000522519	Irene Aleman	Application	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000522561	Cappi Stamper	PC/Laptop	Hardware	None		TIR Missed: No	0.15
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Resolved	TTR Missed: No	0.52
INC000000522565	Doug Smith	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000522575	MV South Valley	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.53
INC000000522664	Julie Goins	PC/Laptop	Error	Internet Explorer		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000522670	Karen Yakovich	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000522681	Julia Warga	PC/Laptop	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000522719	Christine H Barber	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000522784	Halalose Wolfgramm	PC/Laptop	Error	None		TIR Missed: No	0.33
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Resolved	TTR Missed: No	0.71
INC000000522793	Dianna Wright	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000522812	MV Farmington	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000522843	Kevin Park	Network	Performance	None		TIR Missed: No	0.34
	Campus Networking	Charmaine Malan	Tax Commission	Low	Resolved	TTR Missed: Yes	6.60
INC000000522857	MV Citrix	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000522864	Brad Christensen	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000522879	Cathy Maez	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000522883	MV Richfield	Network	Performance	None		TIR Missed: No	0.26
	Network Operations	Brian Chatwin	Tax Commission	Low	Resolved	TTR Missed: No	0.36
INC000000522889	Cathy Maez	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000522972	Rexalee Jolley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.82
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low	Resolved	TTR Missed: No	1.61
INC000000523034	Michelle Riggs	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000523087	Gary Peart	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000523131	Petra Linares	Application	Error	GenTax		TIR Missed: No	0.15
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Resolved	TTR Missed: N/A	
INC000000523131	Petra Linares	Application	Error	GenTax		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Resolved	TTR Missed: N/A	
INC000000523274	Sandra Jones	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000523292	Adam Timmins	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000523294	Sandra Jones	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000523316	Jonathan Wood	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000523417	Cindy Leal	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000523424	Stephen Anderson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000523435	Sonya Pullan	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000523451	Brian Udink	Application	Error	PGP		TIR Missed: No	0.06
	Security	Austin Farey	Tax Commission	Low	Resolved	TTR Missed: No	0.54
INC000000523466	Cindy Leal	Application	Password	Novell Messenger		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000523519	Cole McAfee	PC/Laptop	Hardware	None		TIR Missed: No	0.08
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Resolved	TTR Missed: No	0.47
INC000000523545	Salina Murphy	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000523557	Cole McAfee	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low	Resolved	TTR Missed: No	0.48
INC000000523609	Ellen Engel	Network	Performance	Novell eDirectory		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000523659	MV Farmington	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000523707	DJ Kruger	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.05
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Resolved	TTR Missed: No	0.39
INC000000523714	Eric White	Application	Error	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000523746	Mike Fahey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000523764	Felicia Sandoval	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000523781	Jit Bhatia	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000523790	Cindy Morrison	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.80
	Security	Sharon Smith	Tax Commission	Low	Resolved	TTR Missed: No	0.82
INC000000523827	MV Duchesne	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000523878	Mayank Agrawal	PC/Laptop	Hardware	None		TIR Missed: No	0.16
	Metro B Desktop Support	Peter Musser	Tax Commission	Low	Resolved	TTR Missed: No	1.09
INC000000523906	Brad Christensen	PC/Laptop	Hardware	None		TIR Missed: No	0.15
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Resolved	TTR Missed: No	0.22

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000523976	Ruth Victor	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000523990	Darwin Kocherhans	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000523997	Lia Eckhardt	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.08
	Metro B Desktop Support	Michael Barth	Tax Commission	Low	Resolved	TTR Missed: No	1.13
INC000000524009	Duane Kuehl	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000524016	Pamela Pendleton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000524024	Pamela Pendleton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000524028	Terri Reid	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000524112	MV Motor Carriers	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000524226	Jonathan Wood	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000524238	Christa Johnson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000524280	Carolyn Leeper	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000524297	Eric White	Application	Error	PGP		TIR Missed: No	0.04
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.63
INC000000524302	Bruce Timothy	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000524326	MV Monticello	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000524338	Kelly Brady	Server	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000524341	Julie Alsop	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000524349	Salina Murphy	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.39
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	3.30

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000524367	MV Provo	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000524387	Cole McAfee	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000524404	Joshua Blood	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000524442	Dwight Rimmasch	Application	Error	Symantec AntiVirus	TIR Missed: No	0.01
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Resolved	TTR Missed: No	0.01
INC000000524528	MV Kamas	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000524540	Leann Tolino	Application	Password	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000524603	Shane Maag	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000524604	Isaac Gunderson	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000524605	Eric Higbee	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000524607	Matthew Duke	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000524608	Shandra Winters	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000524652	MV Citrix	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.09
	Metro B Desktop Support	Jay Locker	Tax Commission	Low Resolved	TTR Missed: No	0.46
INC000000524655	Ryan Tucker	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000524676	Cindy Leal	Application	Error	GenTax	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000524678	MV Farmington	Application	Error	Motor Vehicle Administration	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000524693	Heidi Payne	PC/Laptop	Error	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000524708	MV Ogden	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000524732	Brook Middleton	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.04
	Metro B Desktop Support	Stephanie Young	Tax Commission	Low	Resolved	TTR Missed: No	0.04
INC000000524773	Julia Warga	Application	Error	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000524808	Vaun Johnson	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000524813	Pamela Sperry	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000524847	Donna Backer	Print/Copy/Scan/Fax	Incident	Microsoft Windows 7		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000524857	Alison Imlay	Application	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000524950	Karen Moody	PC/Laptop	Hardware	None		TIR Missed: No	0.01
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.01
INC000000524994	June Hesleph	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000525002	Sharon Helf	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000525020	Christa Johnson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000525074	MV Monticello	PC/Laptop	Error	Motor Vehicle Administration		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000525088	Paula Vanikiotis	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000525128	Alison Imlay	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000525169	Karleen Mitchell	Application	Password	GenTax		TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000525273	Jackie Curtis	PC/Laptop	Error	None		TIR Missed: No	0.47
	Metro B Desktop Support	Jay Locker	Tax Commission	Low	Resolved	TTR Missed: No	0.93
INC000000525349	Petra Linares	PC/Laptop	Error	Microsoft Windows XP Professi		TIR Missed: No	0.19
	Metro B Desktop Support	Tyler Pearce	Tax Commission	Low	Resolved	TTR Missed: No	0.19
INC000000525368	Cathy Maez	Network	Performance	None		TIR Missed: No	0.05
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low	Resolved	TTR Missed: No	0.06

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000525369	Angela Simmons	PC/Laptop	Password	Novell eDirectory	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000525372	Stephanie Yi-fang Liu	PC/Laptop	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000525379	Petra Linares	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000525383	Jackie Curtis	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000525406	Petra Linares	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.49
	Application Services	Bill Felt	Tax Commission	Low Resolved	TTR Missed: No	1.41
INC000000525414	Susan Waters	Print/Copy/Scan/Fax	Incident	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000525440	Shelley Robinson	Mobile Devices	None	None	TIR Missed: No	0.36
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Resolved	TTR Missed: No	0.53
INC000000525453	June Hesleph	Application	Error	Acrobat Reader	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000525472	Doug D Green	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000525495	MV South Valley	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: No	0.27
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.27
INC000000525511	Kimm Lacy	Application	Error	Microsoft Windows 7	TIR Missed: No	0.20
	Metro B Desktop Support	Anthony Booyse	Tax Commission	Low Resolved	TTR Missed: No	1.14
INC000000525519	Dennis Mitchell	PC/Laptop	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000525583	Julie Jones	Application	Error	Utah Master Directory	TIR Missed: Yes	1.37
	Security	Jed Johnson	Tax Commission	Low Resolved	TTR Missed: No	2.09
INC000000525590	MV Loa	Network	Performance	None	TIR Missed: No	0.34
	Network Operations	Brian Chatwin	Tax Commission	Low Resolved	TTR Missed: No	0.58
INC000000525601	Alfred Petmecky	PC/Laptop	Hardware	None	TIR Missed: No	0.08
	Metro B Desktop Support	Sean Chadbourne	Tax Commission	Low Resolved	TTR Missed: No	1.82
INC000000525609	Dennis Mitchell	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00
INC000000525627	June Hesleph	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low Resolved	TTR Missed: No	0.00

Enterprise Incident Report May 2012

As of 6/4/2012

Tax Commission

INC000000525686	Brad Christensen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gavin Barney	Tax Commission	Low	Resolved	TTR Missed: No	0.00
INC000000525756	Lance Lamb	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Tax Commission	Low	Resolved	TTR Missed: No	0.00